



**The Fair Housing Institute, Inc.**

## *Fair Housing Focus: Assistance Animals© Syllabus*

### **Assistance Animals**

- Introduction
- Recognizing an Emotional Support Animal
- Accept or Reject: Striking a Balance
- State and Local Laws
- ESAs vs. Pets
- What types of animals can be ESAs
- Is This Resident Disabled
- Encourage Residents and Verifiers
- Definition of Disability
- Questions on ESA Forms
- Multiple Assistance Animals
- Issues and rejecting multiple ESAs
- Assistance Animal Agreement
- Guest Assistance Animals
- Online Certificates
- ESA Letters
- Challenging Verification
- Summary
- Exam

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